

Purchase Process – FOR REGULAR COURSES

The Basics –

- *You must be eligible to buy at the time of purchase.*
- *An Active Member is one who held a regular course ticket in the 2018-19 season.*
- *You must have a valid email address.*
- *You may buy 1 or 2 tickets for each regular course.*
- *You do not have to buy for yourself. You can buy for a companion alone.*
- *Your companion does not have to be the same for all courses. Each course ticket will be personalized*
- *All your tickets can be bought in one sales transaction or multiple transactions. They do not all HAVE to be bought at the same time.*
- *You may purchase a video at the same time as regular courses.*

Sales Starting Times

- **Volunteers, Founders and Past GTLLI Chairs** may buy starting 9 a.m. June 3
They may buy for themselves and 1 other *Active Member*.
- **Active Members** may buy starting 9 a.m. June 10 for themselves and 1 other *Active Member*.
- Anyone with a GTLLI account may buy starting 9 a.m. June 17 for themselves and 1 other GTLLI account holder.

HOW TO BUY A REGULAR COURSE TICKET

1. **Go to MY ACCOUNT** on the main menu and log in.

Do not buy from an account that uses a fake email address.

2. **KNOW EXACTLY WHAT YOU WANT TO BUY** and for whom. Online sales programs limit how long they will wait for you mid-sale to make up your mind or find your wallet.

HAVE YOUR CREDIT CARD ready. GTLLI uses *STRIPE* (at no cost to you) to manage every transaction.

3. **EMPTY YOUR CART** before you begin to buy. Click on the *cart icon* on the main menu above to look into your shopping cart. If it is not empty, empty it now by clicking on the **X** beside any item you wish to cancel.

RETURN TO SHOP. This will take you back to the main menu to the PURCHASE page.

5. **CHOOSE ONE ITEM AT A TIME** by clicking on it.

At any time, if you become confused about where to go next, click on your cart icon to return there and continue on.

6. BUYING FOR YOURSELF AND OR A COMPANION

Check off who the ticket is for – one of you or both of you.

a) Buying for yourself?

When you choose 'yourself', the system knows your name and will put it on your ticket. The system will refuse to take 'yourself' if you already have a ticket for the course.

b) Buying for a companion?

If you choose 'companion', you must tell the system who that is. Each ticket will be personalized with the name of your companion. The companion ticket can only be bought for others who have an account, are eligible at that time and don't already have that ticket.

When sales are open to the public, anyone may buy for anyone with an account.

Your companion must be named for each course.

Enter your companion's last name and *SEARCH*. The name must match what is on your companion's GTLLI account.

eg. is it Bob or Robert? Is it McLean or MacLean? Try just the last name. Try the first name.

When the correct name appears, *choose your companion by first ADD ing the companion's name and then ADD again to the cart.*

If the search is not successful, your companion may not be eligible to get a ticket at that time.

If you believe that is an error, email info@gtlli.ca or leave a message at 705 300-3251.

7. **CONTINUE SHOPPING** after each item.

8. **BEFORE you PROCEED TO CHECKOUT**, verify that the items in your cart are correct. You can delete any item by clicking on the **X**.

9. READY TO CHECK OUT?

If you are not ready to CHECK OUT go to *Purchase Videos/Tickets* OR click on your cart icon and continue from there.

If you are ready.....

Enter your credit card information. You will be asked for the expiry date, the code number on the back of the card, and your postal code (Postcode).

If you are using someone else's credit card DO NOT CHANGE THE BILLING INFORMATION. It should match **your** GTLLI account – not the person whose credit card you are using.

Continue through *PROCEED TO CHECKOUT*.

10. You will **GET online CONFIRMATION OF YOUR ORDER** almost immediately.

Save the receipt that GTLLI will email if your account has a valid email address.

11. PICK UP YOUR TICKETS

Personalized tickets for all your regular courses will be available at the Registrar's desk at the first lecture you attend.

There are no physical tickets for videos. When the video becomes available, log into *MY ACCOUNT* and look under Video Passes.

If you require assistance buying, leave a message at (705) 300-3251 or email info@gtlli.ca